

State of Connecticut

RFI #06ITZ0098

Department of Correction

Request for Information

For

Case Management System for the Board of Pardons and Parole and the
Parole and Community Supervision Divisions

Issue Date:

October 3, 2006

Question Deadline Date:

October 10, 2006, @ 3:00 p.m. EST

Response Deadline Date:

October 17, 2006 @ 2:00 p. m. EST

Issued by:

Department of Information Technology

On Behalf of:

Department of Correction

24 Wolcott Hill Road

Wethersfield, CT 06109

OVERVIEW:

The Department of Correction (DOC) is seeking information from vendors regarding case management software options to replace and integrate current systems in use in the Department of Correction and the Judicial Branch's Court Support Services Division.

Written responses must be received no later than October 17, 2006. Responses may be mailed to:

State of Connecticut
Department of Correction
24 Wolcott Hill Road
Wethersfield, CT 06109
Attention: Cindy Butterfield

STATEMENT OF PURPOSE

The purpose of this RFI is to gather company and product availability information from vendors with the capabilities of replacing the current Lotus Notes case management software system used by Department of Correction's Parole and Community Services Division and the Board of Pardons and Parole and integrating the replacement software with several other systems currently in use by the DOC and the State of Connecticut's Judicial Branch.

BACKGROUND

The Board of Pardons and Paroles (BOPP) is an agency supported by the Department of Correction for administrative purposes. The Parole and Community Services Division is part of the Department of Correction. BOPP is committed to protecting the public by making responsible decisions regarding when and under what circumstances eligible offenders will be released from confinement. Decisions are based primarily on the likelihood that offenders will remain at liberty without violating the law. The Board sets appropriate conditions to manage risk and maximize the potential for offenders to remain crime free. The Pardons' Division is an autonomous panel that possesses the discretionary authority to grant reprieves, commutations of sentences and executive clemency. The Parole and Community Supervision Division, supervises those that have been determined appropriate for re-entry into the community and monitors the Parolee's conditions of parole. BOPP reviews approximately 10,000 cases annually and there are approximately 3,500 active parole cases at any given time. The DOC has an inmate population of approximately 19,000.

The following is a listing of the systems currently utilized by the Department that would need to be able to be integrated with the replacement for the BOPP and Parole and Community Services Lotus Notes case management system:

1. The Offender Based Information System, OBIS, also known, as the RT system is a mainframe based application created by DOC and housed at the Department of Information Technology. OBIS is the primary system used within DOC. This system keeps all demographic, adjudicating charges, length of sentence and location information on inmates held by DOC.
2. The Syscon system is used for managing the Inmate Trust Fund and Commissary Operations. This system acts as the accounting system used to manage over 40,000 individual inmate accounts, processing gift deposits, payroll deposits, and withdrawals. The system facilitates the processing of approximately 15,000 commissary orders weekly by reading individual order forms, maintaining inventory and crediting sales to the inmate's individual account.
3. The Sentence and Time Calculation System, STC, is a web based application. This system is currently under construction with an implementation date scheduled for February, 2007. Once implemented, the new system will be responsible for calculating all dates and times related to an inmate's sentence and potential release. This system will replace a portion of the OBIS system.
4. The State of Connecticut's Judicial Branch is responsible to supervise all individuals on Probation. Individuals that do not successfully complete their Probation are often sentenced and become part of DOC's inmate population. The Judicial Branch uses Softscape's Case One software as their case management system. The Softscape system is a complex, customized and web-based system.
5. The Board of Parole Information System, BPIS, is a mainframe application created by the Department of Information Technology on behalf of the Board of Pardons and Parole. The system is housed at the Department of Information Technology. Since the merger of Parole and DOC in 2003, MIS staff from DOC is responsible for maintenance on this application. This system was designed to automate the day-to-day activities of the BOPP's Hearings Division. The system's overall function is to schedule and record all of the parole hearing information for every person the BOPP considers for parole. Every Sunday night, BPIS production jobs are run at DOIT that query OBIS and load new inmate information to the BPIS databases. Other BPIS production jobs run every night that again look at the DOC files, this time for updated information for those cases already on the BPIS databases. In addition, there are DOC production jobs that periodically query the BPIS databases for new information to update the DOC files.
6. The Offender Based Tracking System, OBTS, is the State of Connecticut's comprehensive criminal information system. OBTS is a repository of information from systems at Judicial, DOC, Department of Motor Vehicles, and the Department of Public Safety. The information in this system is accessed by not only these agencies, but also by other criminal justice agencies in the state as well as by local law enforcement agencies. Having the data in one

place allows for an individual to get all of the information he or she needs in one location rather than having to query several applications.

7. The COLLECT system is another collaborative application based on specifications from the Federal Government. This particular application is used by law enforcement agencies throughout the country. This is a shared database of information which allows law enforcement agencies throughout the country the opportunity to query respective states about information they may have on criminal violators.

The current application used by BOPP and the Parole and Community Services divisions was not fully developed. The system has become difficult to support and doesn't meet the State of Connecticut's Department of Information Technology's mandates to be a supported system. The Department of Correction is seeking information regarding potential solutions to replace the Lotus Notes application and to further integrate the other applications in use by the DOC and the State's Judicial Branch.

RESPONSE CONTENT

Responses to this RFI must include the following information relative to Case Management software capable of replacing the current Lotus Notes application:

Company

The Department is seeking organization and client information that may include their resellers or implementation partners. This information will be used to gain a better understanding of the nature and capability of each respondent.

General Product Information

1. Describe the type of solution the vendor has available for replacing the Lotus Notes case management system.
2. Describe the process for customization of the system to meet the business needs and legislative mandates of the Department.
3. Describe how the system being presented can integrate, send data or otherwise communicate and regularly update the other systems now use by DOC, BOPP and the Judicial Branch to enable users to enter data in only one system and update the other systems through automation.
4. Describe the method for populating the new system with historical data from the current systems for use in active case management and historical data reporting.
5. Describe the experience the vendor has had with this type of case management system including the names and contact information of other State Correctional or Community Supervision agencies currently utilizing the product and what types of services are currently offered in those States.
6. Describe the security safeguards that have been put in place to insure that the electronic information cannot be stolen or compromised.
7. Describe all the resources and materials that would be required from the State of Connecticut, including hardware and the skill sets that State personnel would need to assist in

the creation, development, customization and continuing maintenance of the vendor's solution.

8. Describe the type of training provided by the vendor to the State's technical staff to allow the State to independently maintain the system and make data or programming changes independently in the future.
9. Outline timelines required before the system could become fully operational.

Technology

The technological solution will reside on state premises. The target technical architecture should conform to the State of Connecticut Enterprise Wide Technology Architecture standards, EWTA. Any deviation from these requirements should be clearly outlined in the RFI response.

The standards can be found at the following location:

<http://www.ct.gov/doit/cwp/view.asp?a=1245&Q=253956&doitNav=1>

All technology submissions will be considered, as the ultimate goal is to accomplish the business objectives. The technology should be scalable as the department plans on interfacing the database information with successive deployments of automation across all divisions.

Respondents should provide technology requirements for their product(s) including, if necessary, any special needs for making application modifications or deployment. The Department requires respondents to clearly state the requirements of each platform. All third party or proprietary hardware or software should be identified with respective version numbers. Browser product and support level must be identified.

If services such as application development/maintenance, data file conversion, product installation and training are also available these should be identified. Any and all rates for these services, if not part of the purchase price, should be identified.

One of the features of the new system is the ability to interface with the OBTS system. The system must be able to comply with Connecticut Justice Information Systems (CJIS) standards. This includes the following standards. First, the OBTS relies on IBM's MQSeries, a message oriented middleware that is used to handle the transportation and delivery of OBTS data, known as *Events* and *Notifications* to and from the application in the form of *messages*. The new system must be able to transmit and receive these messages from/to OBTS. Second, OBTS has standardized the method by which OBTS Events and Notifications are formatted by using the Extensible Markup Language (XML) to describe the data (content) and meta-data (context) for all OBTS messages.

Because one of the guiding principles of OBTS is that OBTS source systems are all expected to produce OBTS compliant messages, it is expected that the new system will not only be able to transmit XML messages, but will also be familiar with the GJXDM (Global Justice XML Data Model).

Projected Costs

The Department is interested in sizing each package in terms of licensing and deployment costs. Therefore, respondents are asked to include the following:

1. Approximate License cost and/or formula to calculate at list price rates including per seat internal external clients, server architecture and file size cost. Rough

estimate of total deployment costs i.e. people costs, excluding hardware and license costs, based on completed projects of similar size.

PRESENTATIONS

RFI responses will be reviewed by the Department's staff. Respondents providing clear concise information may be invited to make oral presentations and product demonstrations to staff members. The Department will select examples that demonstrate functionality identified as being critical or important.

DISCLAIMERS

The Department is asking for responses to this RFI for informational purposes only and will not be obligated in any way to use any of the information received. Vendors responding to this RFI will not be compensated in any way. Also, responding to this RFI will not enhance any vendor's chances of receiving future work from the Department. Similarly, not responding to this RFI will not be a detriment to any vendor when competing for future work.

All RFI responses submitted by vendors, will become the property of the State of Connecticut.

QUESTIONS

Administrative questions should be directed to: Cindy Butterfield at cindy.butterfield@po.state.ct.us The deadline for questions will be October 10, 2006, @ 3:00 p.m. EST.